

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (1) Acoustics System Administration

TA No:	RBF001-Rev8	
Task Area Monitor:	Alternate Task Area Monitor:	None
NASA POC:	Software Control Class:	Low Control
Type of Task:	Recurring Task	

2. **BACKGROUND**

The computer systems for the Acoustics branches in B1208 consists of a heterogeneous network of UNIX workstations used for acquisition, computation, and analysis of experimental test data. Additionally, it includes one dedicated cluster used for parallel scientific computing. Software includes advanced data visualization, and other specialized pre- and post-processing tools. The systems include unclassified systems accessible via LaRCnet. On-site system administration for hardware and software is required.

3. **OBJECTIVE**

The objective of this task assignment is to provide system administration support for the computers listed in Exhibit A.

4. **GENERAL IT SUPPORT SERVICES**

Services Specified Through Exhibit A:

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Services will include: System Administration, IT Security Administration, System Software Maintenance, Applications Management, Customer Support, and IT Consultation.

Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The service of IT Security Administration shall be provided for those "general support systems" (see NPG 2810.1) for which the box indicating "IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified for each such system.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Administration (SA), Hardware Maintenance (HM), System Software Maintenance (SSM), and Applications Management (AM), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

General IT Support Services Performance Metrics

Performance Standard: The security of systems and data that fall under this TA is ensured

Performance Metrics:

- Exceeds: The system meets the baseline IT security requirements for an information category with more stringent requirements than the information category of the system; there are no unpatched vulnerabilities, unless the vulnerability has been mitigated by other action, accepted by line management and approved by the LaRC IT Security Manager; user accounts are removed by the close of business of the day that the requirement for an account is terminated.
- Meets: All baseline IT security requirements for the information category are either met or have a waiver for non-compliance from the LaRC IT Security Manager; the system is up-to-date with security patches or has scheduled the installation of such patches at the completion of a test that precludes immediate installation; user accounts are removed within one week of the termination of the requirement for an account; any IT Security incidents are reported to the LaRC IT Security Manager as soon as possible after they are discovered.
- Fails: The system does not comply with the baseline IT security requirements for the information category and does not have a waiver for non-compliance from the LaRC IT Security Manager; the system is not up-to-date with IT security patches; user accounts, for which the requirement was terminated have not been removed after a period of two weeks; the system has an IT security incident that is not reported to the LaRC IT Security Manager.

Performance Standard: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.

Performance Metrics:

- Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.
- Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.
- Fails: Any of the requirements of this subsection (a through e) are not satisfied.

Performance Standard: The systems to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

- Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during prime shift is within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. Users are kept informed.

Fails: Any of the requirements of this subsection (a through h) is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, cost, and staffing will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 08/15/03 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding last submitted on 11/05/2009.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.